

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT

1-888-327-4236

www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 151

Date Received

05-JUN-2000

 Od_or _____
 Rt_dt _____
 Od_rt _____
 Up_ltr _____

Reference No.

863021

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☐ YES ☐ NO
 In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) _____ (located at front of windshield on driver's side)		Vehicle Make FORD TRUCK	Vehicle Model WINDSTAR	Vehicle Year 1998	Current Odometer Reading
Purchase Date	Dealer's Name _____		Engine Size (CID/CC/L) _____	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection	
☐ New ☒ Used	City _____ State _____ Zip Code _____		No Cylinders _____		
Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☐ Yes ☒ No	Restraint System ☐ 3-Point Belt ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbell ☐ 2-Point Belt	Cruise Control ☐ Yes ☒ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☒ Van ☐ Minivan ☐ Other _____ Sport Ult Truck Motorcycle
Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____					

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 02100000	Part Name(s) SUSPENSION:INDEPENDENT FRONT	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures	Date(s) of Failure(s) _____ Mileage at Failure(s) _____ Vehicle Speed at Failure(s) _____	Failed Part(s) Available? ☐ Yes ☐ No	NHTSA Previously Contacted? ☐ Yes ☐ No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)

Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

SOMETHING IN THE FRONT END IS LOOSE DUE TO THE WELDS COMING LOOSE. DEALER HAS SEEN VEHICLE. *AK

CONTINUED ON BACK (REVERSE)

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

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Administration

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1-888-327-4236

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FOR AGENCY USE ONLY 151

Date RECEIVED

00 JUN 29 AM 7:13
05 JUN 2000OFFICE
EFFECTS INVESTIGATIONOd or
Post
od rt
up tr

Reference No.

863021

OWNER INFORMATION (Type or Print)

612658

Work Number

Home Number

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?

☒ YES☐ NO

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Signature of Owner

Date / /

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (located at bottom of
windshield on driver's side)

Vehicle Make

Vehicle Model

Vehicle Year

Current Odometer Reading

2FMDA5147WBB83235

FORD TRUCK

WINDSTAR

1996

Purchase Date

Dealer's Name BACKUS Ford Inc.

Engine Size
(CID/CC/L)☐ Turbo
☐ Diesel
☐ Gas
☐ Fuel Injection☒ New ☒ Used

City SYRACUSE State NY Zip Code 13211

No Cylinders

Transmission Type

Antilock Brakes

Restraint System

Cruise Control

Drive Train

Vehicle Type

Body Style

☐ Manual☐ Yes☒ 3-Point Belt☐ Motorbelt☒ Yes☒ Front☐ Sport Util☐ 2-Door☒ Automatic☒ No☒ Driverside Airbag☐ 2-Point Belt☒ No☐ Rear☐ Truck☐ 4-Door☐ Other☐ Other☒ Passengerside Airbag☐ 4-Wheel☐ Motorcycle☐ Stationwagon

Component

Part Name(s)

Location

Failed Part(s)

02100000

SUSPENSION:INDEPENDENT FRONT

☐ Left☐ Right☒ Original☒ Front☐ Rear☐ Replacement

No of Failures

Date(s) of Failure(s) MARCH 2000

Mileage at Failure(s) 40,000

Vehicle Speed at Failure(s) ALL SPEEDS

Failed Part(s)
Available?NHTSA Previously
Contacted?☒ Yes ☐ No☐ Yes ☒ NO

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and Injury(ies) on the back of this form)

Crash

Fire

Number of Persons Injured

Number of Fatalities

Estimated Property Damage

Reported to Police

☐ Yes ☒ No☐ Yes ☒ No☐ Yes ☒ No

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

SOMETHING IN THE FRONT END IS LOOSE DUE TO THE WELDS COMING LOOSE. DEALER HAS SEEN
VEHICLE. *AK

see letter

CONTINUE ON BACK IF NEEDED

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Ford Motor Company
Customer Relationship Issues & Complaints
16800 Executive Plaza Drive
P.O. Box 6248
Dearborne, MI 48121

May 23, 2000

To Whom It May Concern:

On September 29, 1999, my 1998 Ford Windstar Wagon, at 32910 miles, VIN No. 2FMDA5147WBB88235, experienced transmission shifting problems. The vehicle was towed to Backus Ford Inc., 6400 Basile Rowe, East Syracuse, New York 13057.

At that time, Backus Ford found substantial metal in the transmission fluid. A copy of the technician diagnosis is attached, reference RO#168717. Backus Ford removed and replaced the transmission with a Ford exchange unit under full warranty coverage. The vehicle was picked up on October 5, 1999, at 4:47 p.m. and was driven to our residence at 3453 Spicewind Court, Baldwinsville, NY 13057. On the drive home I noticed an alignment problem, as the steering was off center quite a bit. The vehicle was returned to Backus Ford on October 6 to correct this problem. Ford Service Consultant David Forget informed me that the vehicle needed a new tire and wheel alignment at an approximate cost of \$200. I explained that the wheel alignment was fine prior to the transmission being removed and replaced. He then performed the wheel alignment at no charge.

During the month of March 2000, with approximately 41,000 miles, the van started to develop a clunking noise in the front end. The frequency of the clunking advanced and the sound became more noticeable. I called Backus Ford when the noise became consistent to have them inspect it. On May 8, 2000, miles at 44,363, the vehicle was brought into Backus Ford once again, RO#174072. On May 9 I called Backus Ford at 10 a.m., 11 a.m., and 1 p.m. to check on the status of my Windstar. Finally, at 1 p.m., Service Consultant David Forget informed me of the following: they inspected and found the strut rod bushing retainer loose and the subframe cracked. Mr. Forget informed me that it would take 3 hours at approximately \$175 plus tax to repair this problem. I asked him if it would be covered under warranty, as this subframe was removed at the time of the transmission being removed and replaced. He advised me that it would not be covered under warranty. We are a family of 6, and we very much needed our van, so we chose to have Backus Ford repair the van, although we disagreed with the warranty issue.

At 6:50 p.m. on May 9, I picked up the vehicle and tried to discuss how the strut rod bushing retainer could have come loose on a vehicle with just over 40,000 miles. At that time I was informed that Ford Motor Company had a maintenance alert regarding the above stated problem occurring on certain vin number Ford Windstars. I asked Mr. Forget if I could talk to the technician who repaired my vehicle (Justin) to discuss if the current problem could have been caused by the removal and replacement of the transmission, and he informed me "no". At that time, there were 4-5 technicians who agreed the above problem was a defect in the manufacture of the Ford Windstar and Mr. Forget advised me to "take my complaint to Ford Motor Co."

A few days later I contacted the Ford Motor Company at 1-800-392-3673 and spoke to Peter (ID#3002) and discussed the above problem. He informed me the Ford Motor Company would not warranty the \$149.80 we paid to Backus Ford for the repair of my 1998 Windstar. I expressed my dissatisfaction and requested to speak to a supervisor. Supervisor Deborah (ID#6315) called and left messages on my answering machine, but we never spoke. I then called Ford Motor Co. again and spoke to Steve (ID#2821) and he advised I write this letter.

I feel Ford Motor Company is responsible for the above problem that developed in our automobile. A maintenance alert was issued to all Ford Motor Co. dealerships which advised technicians to look for cracking or loose rod bushing retainers. Our vehicle was under warranty when the transmission was removed and replaced, and Backus Ford never looked for this problem or informed me of the aforementioned maintenance alert. Also, the problem could have developed during the removal and replacement of the transmission; no one can know for sure.

This is our second Ford Windstar, the first was leased and this one was purchased. We have been very happy with our Windstars up to this point, and had hoped to be long-term owners. We are understandably very concerned that the transmission on our 1998 had to be replaced prior to 35,000 miles, and that just 8,000 miles later, the subframe was cracked, had to be welded and rod bushings replaced.

It is apparent to us that this is a defect, and we are requesting reimbursement of the \$149.80 we paid for this repair.

Thank you for your consideration of this request.

Sincerely,



The Big Ford Store

BACKUS FORD, Inc.

6400 BASILE ROWE

EAST SYRACUSE, NEW YORK 13057

315-432-9944



THE FACTORY WARRANTY CONSTITUTES ALL OF THE WARRANTIES WITH RESPECT TO THE SALE OF THIS ITEM/ITEMS. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND THE SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS ITEM/ITEMS.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED

REPLACED PARTS REQUESTED BY CUSTOMER ☐ YES ☐ NO

P & A CODE 00586

(CHECK (✓) APPROPRIATE ROW)

CLAIMS REVIEW

AUTHORIZATION TO REPAIR CLAIM

PARTS SCRAP OUT

MILEAGE OUT

\$ PARTS

\$ LABOR

\$ TOTAL

DATE LEFT

Authorized Signature And Date

ON BEHALF OF SERVING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREIN IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE WORKMANSHIP OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH AN ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR 1 YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE DEALER'S LOCATION FOR INSPECTION BY REPRESENTATIVES OF FORD.

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is acknowledged on above car or truck to secure the amount of repairs thereto. I further authorize BACKUS FORD, Inc. to repair any auto per insurance company estimate including any supplementary claims and I hereby assume personal liability for payment in full for any and all work done on said motor vehicle.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW.

N.Y. STATE REG. # 4340795

(SIGNED) _____ DEALER, GENERAL WARRANTY OR AUTHORIZED PERSON (DATE) X

RO: 168717-X 09/29/1999 ADV: TAYLOR 7395 TAG: RQ: 168717

CUST: 1355212

VIN: 2FMDA5147WBB83235
F 1998 WINDSTAR WAGON
TAN

NY 13027

STK: SLD:
LICENSE: NY

DATE/TIME IN: 09/29/1999 11:11
MILES IN: 32910

PAY METHOD: CASH
PRINTED ON 10/05/1999 AT 16:47 BY TAMMY HUB

CUSTOMER INVOICE

REPAIR: 1 TYPE: W CONCERN CODE: P01

CUSTOMER CONCERN: CUST REPORTS CANNOT SHIFT TRANS INTO REVERSE

PART	DESCRIPTION	CC	LIST	PRICE	QTY	TOTAL
7D021,		01A			0	
68Z, 7R081, DC	TUBE - OIL COOLER				1	
78Z, 7000, BRM	AUTOMATIC				NET	
ALLOW					NET	

OPERATION	TEST	PRICE	QTY	TOTAL
7000F	ELC	1.03		
7000F2	PIND	1.03		
7000A	TEST	1.03		
7000AXQ	TRANS	4.2		
7000A42	ROAD	1.03		
	AUTO. TRANS. DIAG.	.2		

LABOR AMOUNT - REPAIR 1: WARRANTY

TECHNICIAN DIAGNOSIS/REPAIR COMMENTS
INSPECT/VERIFY CUSTOMER CONCERN
EEC TEST/P1111/KOEC P1111/KOER P1111
PRESSURE TEST OK/CHECK FLUID CONDITION (CONTAMINAT WITH METAL)/REMOVE PAN/DETECT SUBSTANTIAL METAL IN FLUID
REMOVE TRANS/REPLACE WITH FORD EXCHANGE UNIT
FLUSH COOLER/COOLER LINES/REPL COOLER BY-PASS VALV
TEST DRIVE/REPORTED CONDITION CORRECTED

TOTAL AMOUNT - REPAIR 1: WARRANTY

GAS: QTY SALE OIL: QTY SALE GREASE: QTY SALE

(CONTINUED) PAGE 1

If you are happy let your neighbor know. If you are unhappy call your authorized representative at once.

Our Goal: "No unhappy owners."

Thank You!

The Big Ford Store

BACKUS FORD, Inc.

6400 BASILE ROWE

EAST SYRACUSE, NEW YORK 13057

315-432-9944



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ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED

REPLACED PARTS REQUESTED BY CUSTOMER ☐ YES ☐ NO

P & A CODE 00585

CHECK (✓) APPROPRIATE BOX

MILEAGE OUT

CLAIMS REVIEW

AUTHORIZATION TO SUBMIT CLAIM

PARTS SCRAP CUT

\$ PARTS

\$ LABOR

\$ TOTAL

DATE OUT

Authorized Signature and Date

ON BEHALF OF DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PARTS REQUIRED OR REQUIRED THIS CLAIM WAS DENIED INCURRED IN ANY MANNER WITH ANY ACCIDENT, NEGLIGENCE OR VEHICLE RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR 10 YEARS FROM THE DATE OF INCIDENT AND NOT AT THE DISCRETION OF DEALER OR INSURANCE REPRESENTATIVE OF FORD.

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is acknowledged on above car or truck to secure the amount of repairs thereto. I further authorize BACKUS FORD, Inc. to repair my auto per insurance company estimate, including any supplementary claims and I hereby assume personal liability for payment in full for any and all work done on said motor vehicle.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW.

N.Y. STATE REG. # 4340795

DEALER, GENERAL MANAGER, OF AUTHORIZED PERSON

X

RO: 168717-X 09/29/1999 ADV: TAYLOR 7395 TAG: RO: 168717

CUST: 4355213

VIN: 2FMDA5147WBB83235

F 1998 WINDSTAR WAGON

TAN

STK:

SLO:

CUSTOMER INVOICE

WARRANTY	
LABOR- W&P	352.80
PARTS- W&P	1024.91
W & P REC.	1377.71



(END OF REPAIR ORDER) PAGE 2

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EAST SYRACUSE, NEW YORK 13057

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ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED

REPLACED PARTS REQUESTED BY CUSTOMER ☐ YES ☐ NO

P & A CODE 00565

CHECK (V) APPROPRIATE BOX

MILEAGE OJT

CLAIMS REVIEW

AUTHORIZATION TO BURN CLUNK

PARTS SCRAP OLT

PARTS

LABOR

TOTAL

DATE OJT

Authorized Signature And Date

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I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW.

N.Y. STATE REG. # 4340794

RO: 174072-8 05/08/2000 ADV: FORGE 2098 TAG: 924 RO: 174072

CUST: 4255212

VIN: 2FMDA5147WBB83235
F 1998 WINDSTAR WAGON
TAN

HOME:
WORK:

STK: SLD:
LICENSE: NY K481WC

DATE/TIME IN: 05/08/2000 17:23
MILES IN: 44363

PAY METHOD: CASH
PRINTED ON 05/09/2000 AT 18:10 BY DENISE SA

CUSTOMER INVOICE

REPAIR: 1 TYPE: S CONCERN CODE:

CUSTOMER CONCERN : C/S CLUNK NOISE FROM FRONT ON ACCEL AND OVER BUMPS.

OPERATION	DESCRIPTION	TECH	SSN	TIME	TOTAL
9726248	REPAIR SUBFRAME	EVANS	1989	3.0	168.00

TOTAL AMOUNT - REPAIR 1: 168.00

TECHNICIAN DIAGNOSIS/REPAIR COMMENTS:
ROAD TEST TO VERIFY CONDITION/NORMAL.
ROD BUSHING R & I TWO TORSION BAR BUSHINGS RELEADED REAR AND REINSTALL TEST DRIVE.

TOTAL AMOUNT - REPAIR 1: 168.00

REPAIR: 2 TYPE: S CONCERN CODE:

CUSTOMER CONCERN : CHECK FOR AIR LEAK UNDER HOOD.

OPERATION	DESCRIPTION	TECH	SSN	TIME	TOTAL
NPF	NO PROBLEM FOUND	EVANS	1989	.0	.00

LABOR AMOUNT - REPAIR 2: .00

TECHNICIAN DIAGNOSIS/REPAIR COMMENTS:
ROAD TEST TO VERIFY CONDITION/NORMAL.
NO PROBLEM FOUND AT THIS TIME.

TOTAL AMOUNT - REPAIR 2: .00

GAS: QTY	SALE	OIL: QTY	SALE	GREASE: QTY	SALE

(CONTINUED) PAGE 1

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ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED

REPLACED PARTS REQUESTED BY CUSTOMER ☐ YES ☐ NO

P & A CODE 00595

(CHECK +/-) APPROPRIATE BOX

MILEAGE OUT

CLAIMS REVIEW

AUTHORIZATION TO SUBMIT CLAIM

PARTS SCRAP OUT

PARTS

LABOR

TOTAL

DATE OUT

Authorized Signature And Date

ON BEHALF OF REPAIRING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE INDICATED. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART NEEDED OR REPLACED UNLESS THE CLAIM HAD BEEN COLLECTED IN ANY WAY WITH ANY ADJUDICATED JUDGMENT OR AWARD. NEITHER BACKUS FORD, INC. NOR ITS EMPLOYEES ARE RESPONSIBLE FOR THE DATE OF PAYMENT NOTIFICATION OF THE REPAIRING DEALER FOR REPAIRS BY REPRESENTATIVES OF THE

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N.Y. STATE REG. # 4340795

(SIGNER) DEALER, GENERAL MANAGER, OR AUTHORIZED PERSON (DATE)

X

RO: 174072-8 05/08/2000 ADV: FORGE

2098 TAG: 924

RO: 174072

CUST: 6255212

VIN: 2FMDA5147WBB83235

F 1998 WINDSTAR WAGON

TAN

STK:

SLD:

CUSTOMER INVOICE

SHOP	
LABOR	168.00
DISC-LABOR	28.00
SALES TAX	9.80
CASH SALES	149.80

CASH SALES 149.80



(END OF REPAIR ORDER) PAGE 2

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